

Ferguson Insurance Agency

Entry Level Customer Service Representative

Opportunity (Part Time /Fulltime Summer Position)

This opportunity is not an employment opportunity directly with AAA-The auto club group but rather employment with the Ferguson Insurance Agency who is an independent contractor that has been serving the surrounding communities since 2014.

Our office is looking to hire the right individual to join our team for the summer with our outstanding customer service team. We are currently seeking to fulfill a full or part time position. Our Customer Service Representative will be responsible for providing Agency support /customer service to our current clients and new prospects. Training will be provided on our basic product AAA Road Side Membership and answer any questions our clients may have.

Insurance industry or office experience and knowledge is not required .

Compensation Range : Starting \$14.00 to 16.00 per hour

Responsibilities

Answer inbound phone calls some outbound call will be also included

Upload all Trailing Documents from customers.

Create emails to send to customer regarding late or no payments .

Provides administration support to insurance agent as needed.

Requirements

Possess a genuine willingness to learn, be intuitive and resourceful and be coachable.

Proficiency to multi-task, follow-thru and follow-up.

Professional phone etiquette.

Good Customer Service Skills.

Good communication skills, both oral and written.

Benefits

Weekends Off

Holidays Off

Paid training

Professional work environment

If Interested email resume to dkferguson@aaamichigan.com

Attention : Dennis Ferguson

